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Application Number	09/472,910
Filing Date	December 27, 1999
First Named Inventor	Michael C.G. Lee
Title	Cell Features for Automatic Call Distribution System
Group Art Unit	2642
Examiner Name	Q.H. Nguyen
Attorney Docket Number	10628KOUS01U (NORT10-00169)

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Statement under 37 CFR 3.73(b) is enclosed. (Form PTO/SB/96).

SIGNATURE of Applicant or Assignee of Record

Name

Kevin L. Smith, Registration No. 38,620

Signature

Date

15. Aug. 2002

NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple forms if more than one signature is required, see below.

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